



Technical Support Professional

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013 RADAR is now an HDI Gold Partner offering all HDI products and services in Canada

Providing high quality IT industry certification training and consulting.

Course Overview

The technical support professional is a role that individuals assume when they assist with providing support services. This role services as an escalation point for support centers by providing level 2 or level 3 support. They may work directly with customers or with other departments to resolve issues related to the organizations products and/or the IT infrastructure that enables the business. The HDI Technical Support Professional training focuses on customer service and service management best practices, emphasizing responsive incident escalation, the importance of metrics measurement, knowledge management, problem management, improving teamwork, and stress management.

What You Will Learn

- Customer service best practices
- Communications skills
- Service management best practices and terms
- Importance of being responsive to incident escalation and the need to log information properly
- Purpose and value of quality assurance monitoring
- Metrics used to monitor performance of the team, the individual, and how success is determined
- Knowledge management best practices
- How to improve problem solving and problem management
- How to improve teamwork and relationships

Who Should Attend

- Technical support professionals who serve as the escalation point for one or more support centers and desktop support teams
- Individuals who are preparing for the HDI Technical Support Professional certification exam

Course Prices (Includes online certification exam)

Available Public Class, Virtual Class and On-site

Visit our web site: www.radarsolutionsgroup.com for current pricing.

For a **2 day course** conducted at your company's site.
Call (613) 519-2584 for RADAR pricing

How to Register

email: kate@radarsolutionsgroup.com
phone: (613) 519-2584

Course Outline

Unit 1: Support Center Overview

- The Support Organization's Role in Business
- Role of the Technical Support Professional
- Value of the Technical Support Professional

Unit 2: Strategic Framework

- Strategic Perspective
- The Service Catalog
- Service Level Management
- Standard Operating Procedures
- Business Alignment

Unit 3: Support Processes and Operations

- Best Practices
- ITIL
- Service Operation Functions
- Service Operation Processes
- Service Design Processes
- Service Transition Processes

Unit 4: Continual Service Improvement Process

- Continual Service Improvement
- Quality Assurance
- Metrics
- Performance Reporting

Unit 5: Support Delivery Methods & Technology

- Support Center Infrastructure
- Support Delivery Methods
- Cloud Services
- Remote Management
- Service Management Systems

Unit 6: Communication Skills

- Communicating with Stakeholders
- Communication Barriers
- Communication Filters
- Communication Enablers
- Global Communication
- Vocal Elements
- Body Language
- Active Listening

Unit 7: Customer Management Skills

- Your Customer's Psychological Needs
- Empathy
- Emotional Intelligence
- Handling Conflict
- Customer Competency Levels

Unit 8: Problem-Solving and Troubleshooting Skills

- Problem-Solving Approach
- Questioning Skills
- Handling Escalations
- Investigation and Diagnosis
- Root Cause Analysis
- Effective Documentation

Unit 9: Teamwork, Time Management, and Stress Management

- Teamwork
- Time Management Skills
- Stress Management Skills